



STATE OF IOWA

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DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

INFORMATIONAL LETTER NO. 962

DATE: October 25, 2010

TO: Iowa Medicaid Providers

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Informational and General Letters – Electronic Format

Effective December 1, 2010, all Informational Letters (program policy notices) and General Letters (reporting changes to Medicaid provider manuals) will no longer be mailed to providers on paper; they will only be transmitted via an electronic format. These changes are part of a larger and continuing commitment to help make the Iowa Medicaid program as cost effective as possible. This has been announced previously, most recently in Informational Letter No. 931.

To ensure providers continue to receive notice of the important program information carried in these documents, the IME has designed a new system where anyone can register for an e-mail notification when a new letter is posted. Users can select what type of information they would like to receive. To subscribe, please follow the below process:

- 1) Go to <https://secureapp.dhs.state.ia.us/imp/>
- 2) Click on Provider Informational Letters: [Go here and sign up!](#)
 - a. Enter (and confirm) the e-mail address where you want notifications directed.
 - b. Select a category from the dropdown list (example: provider types). Important note: “provider type” is the default category and is the basis for how these letters are sent. Iowa Medicaid providers using this service should always select this option.
 - c. Check the box next to any topic (from the category selected in b) for which you want an e-mail notification. The various Medicaid provider types are listed as topics.
 - d. You can subscribe to as many topics as you want including a “select all” option.
 - e. When you are done, click on the “Subscribe” button.
 - f. At any time, you can press “Show My Topics” to see the current list of topics that are subscribed to that e-mail address.
- 3) Once subscribed, the address will be sent an e-mail confirmation from the List Manager (lyris-noreply@Lists.ia.gov), for each of the topics subscribed.
- 4) With each e-mail from the List Manager, you will have the option to unsubscribe.
- 5) Once you are subscribed, you will begin to receive e-mails with a link that enables you to view any **new** Informational and General Letters that are published by the IME based on the topics that you have selected.

As always, all Informational Letters will continue to be posted on our website at: <http://www.ime.state.ia.us/Providers/Bulletins.html>, as well as the General Letters at: <http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/medprovg1.htm>. If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or locally (in Des Moines) at 256-4609, or e-mail at imeproviderservices@dhs.state.ia.us.